



Royal Flying Doctor Service
The furthest corner. The finest care.

Wings of the Outback

VICTORIA >





From the Executive Director

What a year 2009 was!

Your thoughtfulness and financial support has, again, been totally overwhelming.

Members of Western Operation's senior management team, clinical medical staff and flight crews stationed throughout Western Australia have personally contacted me to ask that their heartfelt thanks be conveyed to you. It is so comforting for them to know that their activities are passed onto you. Even more important to them is that you know how much they appreciate the fruits of your gifts.

Your interest and generosity has, again, resulted in the Victorian Section being able to fulfil all commitments to the RFDS in Western Australia. Besides the gift of our first \$1 million pledge to the jet you have also provided the recurrent funding needed for the replenishment of medical equipment, up-keep of specific items used on our aircraft

and comfort of the children we need to fly to hospital or inoculate on the ground. The children and the staff love you! You continue to touch so many people.

It is such a joy and delight for my staff and I to work with you to continue the magnificent work carried out by our dedicated flight crews and clinical teams.

Thank you.

I have just had 4 weeks of annual leave doing absolutely nothing. What a great time one can have just smelling the roses – mine were burnt to a cinder by the hot weather, but you know what I mean! My three grandchildren made my Christmas. My children spoiled me wonderfully. My children spoiled me wonderfully. My parents were of good spirit and hid any thing they thought might worry me.

My life is so blessed.

Gerri Christie

Introducing our Board of Directors

Mr. Murray Rogers AM



Murray has just been elected to the Board of the Victorian Section of the Royal Flying Doctor Service.

This followed two and half years of stuffing envelopes in our office as one of our many valued volunteers.

He calls himself a "failed retiree" in that he is still actively involved in business despite retiring some years ago.

Murray has had a highly successful career in the corporate world in the food and agribusiness industries, including 30 years as CEO of various International Kellogg Company operations in locations such as Australia, New Zealand, Southern Africa, Asia and Scandinavia.

Despite living and working overseas for many years, Murray retains a passion for the Australian Outback and is thrilled to be involved with the RFDS. He sees it as a great Australian Icon.

Following the recent Blokes Tour of the Outback, (featured in our last Wings newsletter), a trip which was organised and hosted by Murray, he witnessed the work of the RFDS. Murray was totally impressed by the dedication and professionalism our flight crews and the staff involved with primary health care in isolated places.

He looks forward to contributing his expertise and knowledge in building the philanthropic side of the RFDS.



Royal Flying Doctor Service
VICTORIAN SECTION

Wings of the Outback is the official newsletter of the Victorian Section of the Royal Flying Doctor Service. Please call any of our staff if you have any questions or suggestions.

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This newsletter is printed three times a year to provide information and acknowledgement to supporters of the Royal Flying Doctor Service.

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Front cover:
Our first RFDS jet is operational.

We couldn't have done it without you!



Members of the Victorian Board of the RFDS.
L to R: Back: Murray Rogers, Peter Kronborg
(Chairman), A/Professor Bruce Waxman
Front: Denise Reynolds, Jet Pilot,
Jane Harvey (Vice Chairman)

We couldn't have done it without the wonderful people of Victoria,

said Dr Stephen Langford, Medical Director of the Royal Flying Doctor Service, Western Operations, as he gave his first of many interviews to the media on the new state-of-the-art jet launched at the base at Jandakot in Western Australia on 14 October 2009.

It's been very busy ever since our jet arrived!

Within a week the RFDS was searching for people overboard from a vessel near the Cocos Islands in the Indian Ocean. It took our jet four hours to reach the search position. Australian Orions were also despatched to the search. They took 9 hours to reach the site. Then it was off to Christmas Island, again to rescue people overboard after a fire aboard their vessel.

Our Hawker aircraft is able to travel at speeds of 1,000kmh and fly up to 41,000 feet. This will dramatically reduce flight times for emergency evacuations from the Kimberley to Perth. The current flight time for the RFDS between Broome and Perth can take anywhere from four to six hours depending on refuelling and wind speeds. With the new jet the time taken will be cut in half to two and a half hours.

In November an evacuation call was made from Kununurra to Derby regarding a 50 year old woman with multiple medical problems. With the impending cyclone approaching Darwin, the pilot of the Pilatus P-12 was advised he could not take this 100kg woman to the

tertiary surgical and ICU facilities in Darwin Hospital. It would have taken more than 6 hours to fly her to Perth. The jet was sent to fly her to Perth, and it was accomplished in two and a half hours.

In December the jet flew to Karratha to collect a 60 year old patient who required surgery, a 69 year old patient who needed to be flown at sea level and an 8 year old boy with appendicitis. All were evacuated to Perth. All three patients received excellent surgical care in much quicker time.

"Our jet is the first of its kind in Australia and the world, and as always, the Victorians embraced our step forward and have supported this project from the beginning. It's a huge project and we couldn't have completed this without their help. The Victorians have been there for the people of the Kimberley since 1934, and they are still there for us," said Dr Langford.

Our Board is enormously proud of you, our supporters, and stood very tall as your representatives when they attended the launch of the jet in October. Here they are in front of the jet.



The furthest corner.

Above > Field days, below > Child and maternal health



The RFDS has a new tagline, "The furthest corner. The finest care", but what does this really mean? Our mission is to provide excellence in aeromedical and primary health care across Australia and sometimes this requires the RFDS to travel to all corners, no matter how remote or difficult to access, to deliver our medical services. The word 'care' is attributable to the services delivered by the RFDS in emergency related incidents, as well as the primary health care services provided by the RFDS throughout rural and remote Australia.

The finest care.

You hear most about the emergency evacuations by our aircraft fitted out to intensive care level. We also provide health care services to thousands of people living in remote and rural Australia every day. These services are provided by multidisciplinary teams of RFDS staff including specialist doctors, general practitioners, nurses and allied health professionals such as Indigenous health workers and health educational and community development officers. During 2008 – 2009 the RFDS treated 20% more patients at primary health care clinics than the previous year.

Primary health care services include:

- Women's health services
- Regular visiting GP, nursing and allied health clinics
- Child, school and adolescent health clinics
- Health promotion and education sessions
- Radio and telephone remote medical consultations
- Chronic disease prevention and management including diabetes education, podiatry, nutrition and dietetics
- Dental health clinics
- Mental health services
- Social and emotional well being

The delivery of primary health care services remains a key focus area for the RFDS with plans to expand the program in the future. These facts illustrate and sum up the activities of the Royal Flying Doctor Service during 2008-2009.

Total service area	7,150,000 sq kms
Patients attended	751 per day (274,237 per year)
Aero medical evacuations	101 per day (36,832 per year)
Healthcare clinics	38 per day (14,004 per year)
Distance flown	65,544 per day (23,923,440 per year)
Number of landings	197 per day (71,770 per year)
Telehealth consultations	234 per day (85,296 per year)
Number of aircraft	53
RFDS bases	21 (health facility that houses an aircraft)
RFDS health facilities	5 (health facilities provide services but do not have aircraft)
RFDS other facilities	10 (Marketing, fundraising, public relations, national secretariat)
Staff	964 (includes 297 part time staff)



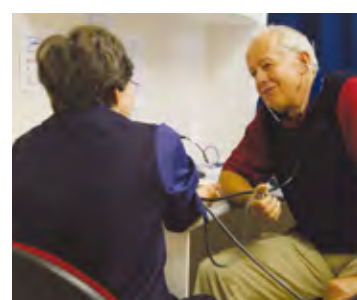
Women's health



Health promotion



Indigenous health



General practice

A change in colour!



Many Australians are surprised to learn of the frequency that the RFDS is called upon for aeromedical evacuations, inter-hospital transfers of patients between regional and urban hospitals and flights to remote communities to conduct primary health clinics.

Across Australia last year the RFDS averaged 197 landings every day. That was 71,770 landings for the year. The fact that we take off and land so many times, often in highly populated areas, provides us with an opportunity to remind people that we are ever present and in action.

Could we utilize these takings off and landings to raise awareness? Would a change of colour scheme of our aircraft make us more distinctive from other white aircraft when viewed from below?

To that end a new colour scheme was devised and has been trialled since May 2009. The feedback confirms that the new livery is clearly discernable in the sky. This enhancement of the identity of our aircraft fleet, as part of a deliberate strategy to raise awareness of the Service amongst the wider community, appears to be working..

The most distinguishable feature of the new look, which is currently being implemented by Central Operations across South Australia and the Northern Territory, is the colour red on the belly and under the wings with RFDS printed in large white letters.

As a not-for-profit organisation that relies so heavily on fundraising initiatives and donations from the community, it is in our interest and benefit to raise the public's awareness of our operations.

It is not unusual when one is sitting in a passenger jet on the tarmac, either having just landed or waiting to take off, to see out of your window, an RFDS aircraft taking off or landing at a domestic airport in Adelaide, Sydney or Brisbane. Next time you fly into or out from one of these airports keep your eyes open for one of our planes.



We acknowledge and salute your support

We are immensely grateful for the goodwill and generosity of community support groups, business organisations and the many thousands of individuals who support our work in different ways.

As a not-for-profit charitable organisation we are deeply indebted to all.

Thank you to the Blokes Tour

The 2009 Blokes Tour of the Outback raised \$38,500.



L to R: Mike Taylor, Reg Clairs, Donald McGauchie, Adri Vernagen, Murray Rogers, Rod Ledger and Ted Grinsted.

Thank you to NAB



Chris De La Rue of NAB with a donation of \$10,000 from Toyota towards Chris's NAB Outback Trek Team for his participation in the 2009 RFDS Outback Trek.



Collectively, all Victorian Teams raised the magnificent total of \$107,280. A magnificent effort.

Thank you to Community Challenge

On Wednesday 28th October, Mr Johnston's Year 9 Community Challenge class at Sebastapol College in Ballarat ran a Fundraising Day for the Royal Flying Doctor Service. The day was called "Crazy Fun Day". The students in Community Challenge planned, organised and ran the day in teams.



At the end of a busy day the students raised a grand total of \$601.

Thank you to the Bus to Birdsville



This group of adventurers got together to drive a Bus to Birdsville. At the end of the journey the bus was sold with all proceeds to us.



Thank you Terry Pederson

Terry Pederson raised \$5,000 and made an enormous personal sacrifice by shaving his beard of 34 years and head at the 4X4 Off Road Fishing and Camping Show. It was the first time his family had ever seen him without his beard.

Thank you to RFDS Bayside Auxiliary

The RFDS Bayside Auxiliary celebrated the raising of \$120,000 with a luncheon featuring guest speaker John Michael "Hollywood" Howson.

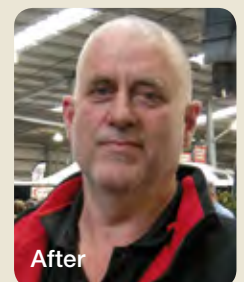


L to R: Back: Anita Berger, Rosemary Joyce, Liz Wilson, Judy Challenger, Shirley Alexander Front: Ruth Rechner, Jan Jenkins, Karen Russell.

Thank you to the Horseman from Snowy River



The Horseman from Snowy River brings the Australian outback to you through this a spectacular production. Directors of the show, Rene and Barbara Gasser, have chosen to assist the RFDS by collecting donations from the audience at each performance. So far they have raised \$31,853 and have very generously offered to continue their support next year.



More Frequent Flyers

Not only is the Royal Flying Doctor Service (RFDS) fortunate enough to have the ongoing support of its caring individual donors, last year, The Qantas Foundation also recognised the essential services provided by making a sizeable donation.

The Qantas Foundation, which brings together 'Australia's spirit of sharing', generously donated \$100,000 worth of airfares on domestic and international flights, forming its very first partnership with the world's most comprehensive aero medical organisation.

Fast forward twelve months and this big-hearted contribution has already helped the RFDS to successfully deliver a number of significant initiatives, all of which directly benefit those who live, work and travel in rural and remote Australia.

The Qantas Foundation's in-kind donation was used to acknowledge a number of Victorian philanthropists for their generous contributions to the \$3 million pledged by Victorians for the purchase of the Life Flight Jet – Australia's first aero medical jet service to fly non-stop from any location in WA to Perth in half the time that conventional aircraft currently take, thus halving the time taken for critically ill or injured patients to reach tertiary medical care.

Just some of the other ways the Qantas Foundation's in-kind donation has been used is at the 'Wings for Life

Ball' in Adelaide and the 'Wilpena Under the Stars' black tie evening in the Flinders Ranges National Park. Both events saw guests kicking up their heels to celebrate and raise valuable funds for the RFDS. Flights were used as part of the fundraising effort, which collectively raised a soaring \$60,000. The Father's Day Raffle at the Royal Queensland Show also managed to entice ticket sales to the tune of \$7,000 by offering the donated Qantas flights.

On top of these successful fundraising efforts, the donation has also been used to transport teachers from 23 schools around Australia to the School's Curriculum Pilot Workshop. This workshop will ensure that the RFDS' life-saving work is taught as part of the national school curriculum and remains part of Australia's proud history. Using the in-kind donation in this way helped to save valuable RFDS dollars for essential health services, equipment and all-important aircraft maintenance.

After such a successful first year for the partnership, Nigel Milan, CEO of the RFDS National Office said, "The RFDS is very proud to be associated with the Qantas Foundation. The association between the RFDS and Qantas goes back to 1928, when Qantas undertook the very first flight for the RFDS. It's a long term relationship that we're very proud to be associated with." And like one of the RFDS' life-saving aircrafts, the only way for this proud partnership is up.

Stay tuned for further updates in future editions of Wings.



We acknowledge and salute your support

We are fortunate in enjoying the support of many selfless people who generously help with governance, fundraising, administrative work, archiving and special events.

Our Volunteers

Robert & Jan Ashe
Shirley Alexander
Les & Rosemary Boreham
Joan Bower
Suzanne Carr
George Ciappara
Margaret Connor
Ray & Rose Conway
Noela Falk
Chris Friday
Ralph Ford
Peter & Sandra Garrett
Lois Grenfell
Katherine Hyndes

Fay Jones
Betty Kneen
Joanne Krause
Stan & Laura Lang
Robert & Margaret Ledley
John & Margaret Lever
Helen Lewit
Jan Matthews
Alison McElroy
Jim O'Connor
Edward & Annette Ong
Graham Parsissons
Cliff Peel
Bob Pender

Bob & Bev Riddell
Judy Roberts
Noel & Eunice Ryan
Gwen Shaffer
Brian & Delys Shaw
Tom & Ellen Speller
Adam Thrussell
Enid Walsh
Graham & Sandra Watt
Jim Webster
Ian Wright
Scott Sinclair
Beck Brown
Aaron Greco

Chris Rizzo
Hoa Nguyen
Melinda Rea
Bridgette Duketis
Kylie Kelton

Our Board

Peter Kronborg - Chairman
Jane Harvey - Vice Chairman
Michael Long
Denise Reynolds
Murray Rogers
Bruce Waxman

Workplace Giving

Employees from a number of organisations donate in a tax efficient way through the Workplace Giving Program. Many of these employees are the first to volunteer their time to support us for special events and fundraising activities.

Trusts & Foundations

Bell Charitable Fund
The Eric & Elizabeth Gross Foundation
Diana Hardy Trust
The Amelia Eliza Holland Trust
Joyce Adelaide Healy Charitable Trust Fund

Olive Woods Trust
The Myer Foundation
The Kimberley Foundation
Eric & Elizabeth Gross Foundation
Victorian Community Foundation
Edith Helen Sedler Fund

Mary Nicholls Fund
Lord Mayor's Charitable Foundation
The Ruth Fagg Foundation
Price Family Foundation
E C Curwen-Walker Charitable Trust
Axel Petersen Trust

Joe White Bequest
PEG Bellair Gift Fund
Dennis Osborne Clarke Charitable Trust
Sheilds Family Charitable Bequest
Brian Mangan Memorial Fund

The Royal Flying Doctor Service gratefully acknowledges the following estates for their gifts in 2009

ECG Turnbull
Wilma Florence Sims
Kenneth McDonald Martin
Sheila Edwards
Beryl Endersby
Britta McNicol
Gwynneth Carr
Lottie Florence Johnston
Cyril David Alexander Milligan
Martin Kobold
Stella Thomson
Alan Leonard Bunt
Dorothy May Sposito
Lillian Madge Logan

In memoriam gifts in 2009

Marie Anthonson
Lesley Bennett
Clarwen Biggs
Michael Blunden
Don Brewster
Doris Brown
Ronald Brown
Phyllis May Burgess
Keith Cakebread
Jim Campbell
Malcolm Campbell
Frances Charles

Katherine Coller
Joan Margaret Collins
Alexander Eberbach
Keith Evans
Loris Evans
Florence Elizabeth Evans
Eileen Gillespie
Danuta Grabecka
Howard Hobbs
Keith Alfred Hughes

John Flynn Presentation

Our volunteer archivist, Helene Lewit, entertained members of the John Flynn Society with a colourful and entertaining address covering little known facts about John Flynn and his incredible persistence to turn his vision into reality.

If you would be interested in learning more about the John Flynn Society please call Di Clark on 9521 2633.



Di Clark and Helene Lewit

The Flying 1000 Takes Off

Like a pilot proudly wears his or her 'flight wings' on their uniform, a special group of Royal Flying Doctor Service (RFDS) donors also deserves recognition for its support of the Flying 1000 program.

Launched as a simple way to make a significant difference, the Flying 1000 program lets supporters make a regular contribution from as little as \$15 per month. By signing up to give on a monthly basis, Flying 1000 donors personally support one of the RFDS's aircraft and crew. A flying intensive care unit, each aircraft is equipped with essential medical equipment and supplies so that its medical crew can make live-saving trips to rural and remote locations.

Flying 1000 donors will be provided with details about the recent work carried out by the plane and medical crew, as well as hearing personal stories from the pilot, medical staff and patients.

The Royal Flying Doctor Service sincerely thanks every Flying 1000 supporter for their generous and continued contributions. Thanks to your help, we can ensure that over 270,000 patients each year continue to receive the emergency and essential medical services they need. If you have been considering increasing your support of the RFDS, why not get your 'wings' and join the others onboard the Flying 1000 program? For more details, please call Nicole at the RFDS office on 95212633.

Our High Flying Award

In December we were thrilled to receive an award for fundraising excellence. The Victorian chapter of the Fundraising Institute of Australia annually awards recognition for outstanding fundraising efforts.

The Victorian RFDS was recognised for our "by Jet" campaign. This appeal, as many of you will recall, was to raise the vital funds needed for the purchase of our very first RFDS Jet. This aircraft is reducing the flying time of critically ill patients considerably. For the RFDS this has been one of the most significant advancements since our inception.



We knew that it was going to be a challenge, raising funds in such an unpredictable climate due to the Black Saturday bushfires and the Global financial crisis. We are proud to say that Victorians got behind us and raised a staggering \$1,042,759.

We were so proud to accept this prestigious award on behalf of all the patients, flight crews and you, our valued and loyal friends who inspire our team here in Victoria with such passion.

Having won the Victorian Award for excellence we are now in the running for the National Award which will be announced on the 20th February. Fingers crossed for the RFDS!

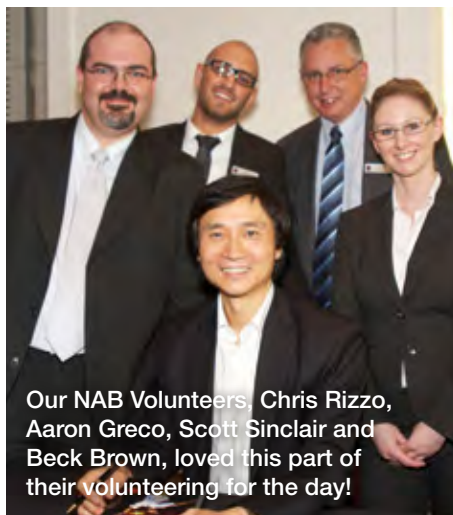
Two great successes

John Flynn Luncheon in November



Li Cunxin

Mao's Last Dancer, Li Cunxin, shared with us, his incredible life as a ballet dancer, and signed many books for our donors.



Our NAB Volunteers, Chris Rizzo, Aaron Greco, Scott Sinclair and Beck Brown, loved this part of their volunteering for the day!



Pam Oakley & Ron Bell

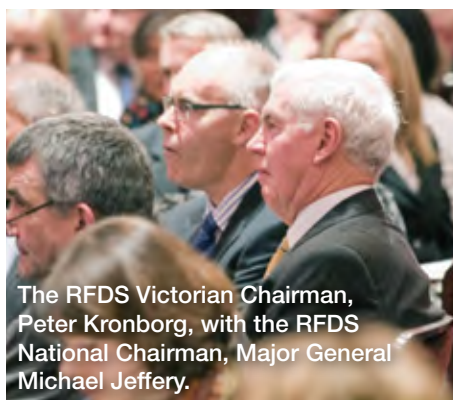


Shirley Robertson & Dorothy Cooper



RFDS Week Luncheon

Max Walker was a most entertaining guest speaker and signed many of his books for our guests.



The RFDS Victorian Chairman, Peter Kronborg, with the RFDS National Chairman, Major General Michael Jeffery.



Rina Franceschini & Floria Baccini



Outback Tour 2010

This is my personal invitation to join me on a tour through the country of the Royal Flying Doctor Service. I will take you on an experience for thirteen days that money alone cannot buy. Not only will you travel through the beautiful Kimberley region, one of the absolute highlights of the Australian outback, you will visit our RFDS bases, see inside our flying intensive care units and get to spend entire evenings speaking with our nurses, doctors and pilots. Please join me on an experience of a life time.

Annette Allison

The 2010 Outback Tour will commence Friday 9 July
returning to Melbourne Wednesday 21 July

Please call me for your brochure: 03 9521 2633

